

## All Accounts View

The screenshot displays the Siebel 'All Accounts View' interface. The top section is a list of accounts, and the bottom section is a detailed form for the selected account.

Account	Account Type	First Name	Last Name	Suffix
000-00-0000	Customer	John	Public	
001-56-7234	Customer	Cory	Hall	
001-58-5071	Customer	Catherine	Bell Allen	
002-38-7534	Customer	Michaela	Farnham	
002-68-0962	Customer	Angela	Donnell	
003-42-5131	Customer	Michelle	Grayson	
003-52-5012	Customer	Doris	Dinard	
003-74-2000	Customer	Tammy	Chase	
004-50-2100	Customer	Harvey	Wenstein	
004-50-7300	Customer	Brenda	Bogert	

The detailed form for the selected account (000-00-0000) includes the following fields:

- Account Information:** Last Name (Public), First Name (John), MI (0), Preferred, Prefix, Suffix, Type (Customer), Account (000-00-0000), DOB.
- Phone Numbers:** Country Code, Home, Work, Fax, Mobile.
- Availability:** Hours, TWZ (Time Zone), Method (Home Phone).
- Address:** Street, City, State, Zip, Country, Site.
- Email:** 1st, 2nd.
- Comments:** A text area for additional information.
- Reminders:** A note stating 'A home phone number must be entered.'

### View Description:

This view's primary purpose is to allow quick searches for specific accounts, to display full details for a particular account while viewing a list of all accounts, and to enter new account data.

#### OCTS Account List Applet: *top half of view*

The list applet allows the user to scroll through a list of all accounts, or to select a subset of accounts to view by using the query feature. To facilitate efficient work on an account, hyperlinks in some fields provide quick navigation to a different screen/view to provide detailed case information.

For a detailed data mapping please refer to Appendix B-5

#### OCTS Account Form Applet: *bottom half of view*

The form applet displays all pertinent account information for a given account in a single, scroll-free display. The data displayed is that of the active account in the list applet above (the selected account with the red arrow in left-most column). A "New" button quickly creates a new account, and the form applet provides an intuitive, efficient method of account data entry.

For a detailed data mapping please refer to Appendix B-6

